

**NINETEENTH AMENDMENT
to the
KANSAS MEDICAL ELIGIBILITY DETERMINATION (K-MED) SYSTEM CONTRACT
between
KANSAS DEPARTMENT OF HEALTH AND ENVIRONMENT
and
ACCENTURE, LLP**

The above referenced agreement entered into by and between the Secretary of the Kansas Department of Health and Environment, hereinafter referred to as KDHE, and Accenture LLP ("Contractor" or "Accenture") beginning August 29, 2011 ("Original Agreement"), as amended by the First Amendment dated August 30, 2011, the Second Amendment dated February 16, 2012, the Third Amendment dated April 4, 2012, and the Fourth Amendment dated June 21, 2012, the Fifth Amendment dated August 21, 2012, the Sixth Amendment dated October 22, 2012, the Seventh Amendment dated January 16, 2013, the Eighth Amendment dated March 14, 2013, the Ninth Amendment dated August 2, 2013, the Tenth Amendment dated August 5, 2013, the Eleventh Amendment dated October 15, 2013, the Twelfth Amendment dated October 17, 2013, the Thirteenth Amendment dated April 29, 2014, the Fourteenth Amendment dated November 18, 2014, the Fifteenth Amendment dated February 3, 2015, the Sixteenth Amendment dated March 16, 2015, the Seventeenth Amendment dated May 21, 2015 and the Eighteenth Amendment dated May 21, 2015 is hereby amended by agreement of the parties (this "Nineteenth Amendment").

1. BACKGROUND / SUMMARY

- A. KEES Project Management has requested, and Accenture has agreed, that Accenture take on the additional work to complete the following changes:
- i. KDHE and Accenture have agreed, in KEES Project Change Request 465 (CR-465) to extend the lease on the KEES Project basement facilities from March 2015 to December 2015. The KDHE portion of the Original Agreement price will be increased by \$44,800.00 to account for the cost of extending the lease. CR-465 is attached to this Nineteenth Amendment as Attachment 1, and the required changes to the KEES KDHE Statement of Work (SOW) are outlined in Section 3.F. below.
 - ii. KDHE has decided, in Decision Paper 088 (D-088), to use Verizon to establish enhanced call routing with a single digit menu to direct calls to the Accenture Help Desk for password issues and system problems; to the KEES Customer Support staff for KEES user support; to the DCF Help Desk for DCF network and PC related issues; and to the KDHE Help Desk for KDHE network and PC related issues. KDHE has requested that Accenture contract with Verizon for this service, with a capacity of 11,000 calls and 22,000 minutes a month. The estimated cost for this service is \$3,000.00 per month (including a \$500.00 per month fee for a toll free number). The costs will vary based on the number of calls and the number of minutes.

Accenture will bill KDHE \$3,000.00 monthly for the cost of the Verizon service starting in June 2015 and running through August 2021. On a quarterly basis, Accenture will review the actual charges and provide KDHE with a service credit if the cost of the service was less than the \$3,000.00 per month billed to KDHE by Accenture. If actual charges of the Verizon service are more than the \$3,000.00 per month billings to

KDHE, Accenture will present a Change Request to KDHE for the additional charges. For reference, D-088 is attached to this Nineteenth Amendment as Attachment 2, and the required changes to the KEES KDHE Statement of Work (SOW) are outlined in Section 3.F. below.

- B. In Amendment 16, Section 3.A., a section regarding assumptions made in relation to the level of support to provide the services defined in Section 27.2.1 (Application Maintenance), 27.3 (Production Support), and 27.4 (Accenture Common Services) by the Accenture Operations team related to the KDHE functionality was added to the KEES KDHE Statement of Work (SOW). However, Amendment 15, Section 4.H. deleted Section 27.2 from the KDHE SOW in its entirety due to it being duplicative of KEES Original Agreement Terms and Conditions Exhibit H. The conflict created is corrected in Sections 2.A. and 2.B. below.
- C. Phase 3 dates have been established by KEES project leadership, requiring updates to Section 4, Project Phases and Timeline of the KEES KDHE SOW. The required updates are outlined in Section 3.A. below.
- D. During a review of KDHE SOW Section 27, Ongoing Operations, Section 28, Post Implementation Support and Section 31, System Performance Standards, System Availability Standards and Help Desk Availability, updates required but not previously completed in earlier amendments were discovered. The required updates and the reasons therefore are outlined in Sections 3.B., 3.C., 3.D. and 3.E. below.

2. CHANGES TO THE KEES ORIGINAL TERMS AND CONDITIONS

- A. **KEES Original Agreement Terms and Conditions Exhibit H** is hereby amended to add the following:

The following assumptions are made in relation to the level of support to provide the services defined in Exhibit H (Maintenance Services Agreement), Section 27.3 (Production Support) of the KEES KDHE Statement of Work, and Section 27.4 (Accenture Common Services) of the KEES KDHE Statement of Work by the Accenture Operations team related to the KDHE functionality.

Description	KDHE
Number Of Users	2000
Number of Active Users	1500
Number of Ticket Raised/Year by Active Users	6
Total Tickets based on Active Users (Active Users *tickets per year)	9,000
Number of Tickets for L2 Support	3600
L3 tickets as a % of L2 Tickets	15%
Number of Level 3 Tickets	566
Number of FTE Required for Level 2 and L3 Support	13.9
RICEFW Support	
Number of Interfaces	
Simple	6
Medium	34

Complex	9
Number of extensions or eScripts	
Simple	313
Medium	57
Complex	
Number of Reports/Forms/Views	
Simple	0
Medium	300
Complex	60
Number of Workflows	
Simple	0
Medium	19
Complex	14
Additional FTE support	1
Number of FTE/year required for RICEFW support	6.1
Technical Application Support	
Number of Development Environment	6
Number of Production Environment	1
Number of FTE required for Environment support	3.2
Total FTE required for the KDHE AO Support	23.2

B. Section 3.A. of Amendment 16 to the KEES Contract is hereby deleted in its entirety.

3. CHANGES TO THE KDHE STATEMENT OF WORK

A. Section 4.0, Project Phases and Timeline of the KEES KDHE Statement of Work is hereby replaced in its entirety with the following:

The Services described in this Statement of Work will be performed in the following distinct project phases as detailed below. The actual project dates will be included in the finalized Project Work Plan. Specific dates are subject to the date of contract signing:

Project Phase	Deliverable/Scope	Purpose	Deployment Date
Phase 1 – Implementation	Self-Assessment, Presumptive Eligibility, Online Application	1. Project momentum/success, project “warm up” 2. Commitment to sponsors 3. Benefit to CH and consumers	Month 11 July 27, 2012
Phase 2.5 – Implementation Pilot	Pilot of Medical Functionality	1. Deployment of Production Hardware 2. Deployment of Phase 2	Month 34 June 2014

		Code 3. Conversion of data from legacy systems Hosting of interim FFM Transfer Process	
Phase 2.6 – Implementation	Full Deployment of KEES Medical Functionality	1. Deployment of Medical programs, including new Medicaid rules 2. Functionality to support ACA 3. Integration with K-MED 4. Enhancements 5. Build-out of the Business Intelligence Services 6. Self-Service Portal 1. PE Portal	Month 47 July 2015
Phase 3 – FNS Pilot	Pilot of Non-Medical Functionality	1. Deployment of Production Hardware 2. Deployment of Phase 3 Code 3. Conversion of data from legacy systems	Month 52 December 2015
Phase 3 – Implementation	Full Deployment of KEES Non-Medical Functionality	1. Deployment of functionality for SNAP, TANF, Child Care, Foster Care and other PPS programs 2. Self-Service Portal 3. Integration to EBT provider	Month 55 March 2016

Phase 1 - Implementation

Phase 1 – Implementation is the full implementation of the Online Intake Application, the Self-Assessment tool, and the Presumptive Eligibility tool (note that the other features included in the Public Self-Service Module, the Change Reporting and the Check Benefits features, do not have to be implemented in Phase 1 - Implementation). The Contractor will make the Online Intake Application and the Self-Assessment tool available through a website available to the general public. The website must include all features available to the general public. The Vendor shall incorporate into Implementation Phase 1 any other system functionality or services necessary to support the included features, such as User Support.

Phase 2.5 – Pilot

Phase 2.5 – Pilot is the full deployment of the KEES Phase 2 production hardware, code and conversion data. This environment and phase allows users to conduct non-production transactions. The Phase 2.5 Pilot environment will also host the interim FFM transfer process.

Phase 2.6 – Implementation

Phase 2.6 - Implementation is the implementation of the full KEES System for medical programs, including new Medicaid rules and functionality to support ACA, integration with the K-MED Plus enhancements and build out of the Business Intelligence Services, a self-service portal and the PE portal.

Phase 3 – FNS Pilot

Phase 3 – FNS Pilot is a pilot of KEES Phase 3 functionality prior to the implementation of SNAP functionality required by Food and Nutrition Services (FNS). The Phase 3 FNS Pilot ("Pilot") will be a three (3) month pilot effort starting in December 2015. The Pilot will be partially run in conjunction with Phase 3 User Acceptance Testing and will deploy the Phase 3 code along with a full current conversion that will be made available to Pilot participants.

Phase 3 – Implementation

Phase 3 – Implementation is the implementation of DCF functionality, including the full KEES system for non-medical programs, including SNAP, TANF, Child Care, Foster Care, and other PPS programs. This includes a self-service portal as well as integration to the EBT provider.

- B. The Production Control portion of the Production Support Roles and Responsibilities Matrix in Section 27.3, Production Support of the KEES KDHE Statement of Work is hereby updated to move Print Management responsibilities from Accenture to KDHE, as the Print/Mail capabilities are being handled by KDHE:**

Responsibility		Contractor	KDHE-DHCF
Production Control			
	Determine System processes	X	
	Determine application processes	X	
	Identify requirements for jobs	X	
	Define job dependencies	X	
	Monitor job completion/failure	X	
	Recover/rollback from failures	X	
	Assess impact of failed jobs	X	
	Terminate/cancel jobs	X	

	Responsibility	Contractor	KDHE-DHCF
	Survey production performance	X	
	Develop and maintain schedule information	X	
	Prioritize jobs	X	
	Schedule ad hoc jobs and tasks	X	
	Resolve scheduling conflicts	X	
	Monitor production scheduling cycles	X	
	Provide schedule status updates	X	
	Change the schedule via the Change Control process	X	
	Publish the schedule	X	
	Assimilate new work into the environment via the Change Control process	X	
	Verify results for completion and accuracy, Check control totals and condition codes	X	
	Restart failed batch jobs as instructed by Customer	X	
	Print Management	X	X
	Define output management requirements	X	
	Monitor all output generation and distribution done across the IT environment	X	
	Manage the output devices and generation at both central and remote locations	X	
	Print batch jobs	X	
	Distribute reports	X	
	File Transfer and Control	X	
	Define file transfer requirements and agree upon procedures	X	
	Determine schedule of file transfers	X	

Responsibility		Contractor	KDHE-DHCF
	Execute file transfers according to specified time frame	X	
	Initiate data being transferred throughout the systems	X	
	Transfer file on ad hoc basis as necessary	X	
	Log file transfer events	X	
	Verify that files transferred correctly	X	
	Notify of a successful/failed transfer	X	
	Monitor file transfers driven by batch jobs	X	
	Monitor file transfers driven by manual tape transmittal process	X	
	Troubleshoot job transfers	X	

- C. The Request Management portion of the Service Management Roles and Responsibilities Matrix in Section 27.4, Accenture Common Services of the KEES KDHE Statement of Work is hereby updated to move responsibility for raising records requests to Accenture from Accenture to KDHE, as the assignment of responsibility for this task was mistakenly given to Accenture:

Responsibility		Contractor	KDHE-DHCF
Request Management			
Identify & Record Request			
	Request non-corrective, in scope action from Accenture.		X
	Raise records requests to Accenture.	X	X

- D. The following sentence is added to the end of Section 28, Post-Implementation Support of the KEES KDHE SOW:

Accenture's support obligations as outlined in this Section 28 terminate effective March 31, 2014. After April 1, 2014, any Post-Implementation Support activities listed in this Section 28 are the responsibility of the State.

- E. Section 31.1, KEES Systems and Sub-systems and Section 31.2, Public Portal Availability of the KEES KDHE SOW are hereby deleted in their entirety, as the requirements in those sections have been superseded by the requirements in KEES Contract Exhibit L, Service Level Agreements and Liquidated Damages.

F. The following line item is added to the Recurring Payments Table in Section 6.7, Deliverables of the KEES KDHE SOW to reflect additional billings authorized under this Nineteenth Amendment:

	Fiscal Year:	Month:											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Billing Category													
Amendment 19 Billings	N	\$269,800	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total KDHE Non-Deliverable Billings		\$177,623,626	\$102,353	\$129,294	\$1,160,644	\$1,421,557	\$416,953	\$599,312	\$769,420	\$769,420			

	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022
Billing Category	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Amendment 19 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total KDHE Non-Deliverable Billings	\$2,060,474	\$723,394	\$704,171	\$875,756	\$740,797	\$675,436	\$671,468	\$666,441	\$730,776	\$2,411,412	

	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022
Billing Category	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Amendment 19 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total KDHE Non-Deliverable Billings	\$1,077,077	\$1,037,126	\$872,853	\$1,057,870	\$1,839,052	\$1,968,287	\$1,962,612	\$2,119,042	\$1,418,120	\$1,582,741	

	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
Billing Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Amendment 19 Billings	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total KDHE Non-Deliverable Billings	\$1,816,946	\$1,503,466	\$1,539,940	\$1,389,469	\$1,544,613	\$1,613,905	\$1,685,605	\$1,675,605	\$1,680,814	\$1,703,152	

	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025
Billing Category	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Amendment 19 Billings	\$0	\$0	\$0	\$0	\$4,480	\$4,480	\$7,480	\$7,480	\$7,480	\$7,480	\$7,480
Total KDHE Non-Deliverable Billings	\$2,002,753	\$1,705,269	\$1,624,146	\$1,672,693	\$2,706,943	\$1,698,868	\$1,699,417	\$1,702,707	\$1,617,560	\$1,775,016	

	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025
Billing Category	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Amendment 19 Billings	\$7,480	\$7,480	\$7,480	\$7,480	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Total KDHE Non-Deliverable Billings	\$1,760,400	\$1,786,757	\$1,763,639	\$1,765,817	\$1,511,723	\$1,511,723	\$1,511,723	\$1,511,723	\$1,511,434	\$1,511,805	

	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027
Billing Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Amendment 19 Billings	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Total KDHE Non-Deliverable Billings	\$1,511,805	\$1,511,805	\$1,560,516	\$1,560,516	\$1,560,516	\$1,560,516	\$1,560,516	\$1,560,516	\$1,560,516	\$1,560,516	\$1,560,516

	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027
Billing Category	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Amendment 19 Billings	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Total KDHE Non-Deliverable Billings	\$1,560,516	\$1,560,516	\$1,560,516	\$1,560,516	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798

	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028
Billing Category	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Amendment 19 Billings	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Total KDHE Non-Deliverable Billings	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798	\$1,473,798

	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028
Billing Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Amendment 19 Billings	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Total KDHE Non-Deliverable Billings	\$1,525,685	\$1,525,685	\$1,525,685	\$1,525,685	\$1,525,685	\$1,525,685	\$1,525,685	\$1,525,685	\$1,525,685	\$1,579,581	\$1,579,581

	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028
Billing Category	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Amendment 19 Billings	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Total KDHE Non-Deliverable Billings	\$1,579,581	\$1,579,581	\$1,579,581	\$1,579,581	\$1,579,581	\$1,579,581	\$1,579,581	\$1,579,581	\$1,579,581	\$1,579,581	\$1,579,581

	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021	FY2021
	103	116	111	112	113	114	115	116	117	118
Amendment 19 Billings	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000
Total KDHE Non-Deliverable Billings	\$1,636,297	\$1,636,297	\$1,636,297	\$1,636,297	\$1,636,297	\$1,636,297	\$1,636,297	\$1,636,297	\$1,636,297	\$1,636,297

	FY2021	FY2021
	115	116
Amendment 19 Billings	\$3,000	\$3,000
Total KDHE Non-Deliverable Billings	\$1,636,297	\$1,636,297

4. EXHIBIT I OF THE ORIGINAL AGREEMENT

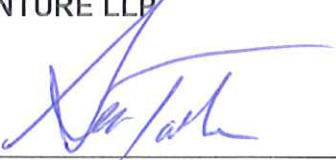
Exhibit I to the Original Agreement is hereby deleted in its entirety and replaced with the new Exhibit I attached as Attachment 3 to this Nineteenth Amendment.

5. OTHER

The remaining terms and conditions of the above-referenced Original Agreement and any attachments and amendments thereto, shall remain in force and effect and binding on the parties hereto.


IN WITNESS WHEREOF, Accenture and KDHE hereto affix their signatures to the Amended Contract.

ACCENTURE LLP


Sean Toole
Managing Director

7/27/15
Date

KANSAS DEPARTMENT OF
HEALTH AND ENVIRONMENT


Susan Mosier, MD, MBA, FACS
Secretary and State Health Officer

8/25/15
Date

KANSAS DEPARTMENT OF
ADMINISTRATION


Tracy Diel, JD
Director of Procurement and Contracts

8/25/15
Date

Change Request (CR)

Change Request #/Name: CR 465 – Extension of Basement Facilities

Date Requested: 2/17/15

Requested by: Accenture

Assigned to: Andy Wiltz

Priority: 2

Priority 1 – Urgent and Major Impact
Priority 2 – Urgent and Minor Impact
Priority 3 – Not Urgent and Major Impact
Priority 4 – Not Urgent and Minor Impact

Description of Change and High-level Requirements:

This change request seeks to extend the lease for the Basement area of the Bank of America Building through December 2015. Currently the lease ends at the end of February, 2015, per CR-429.

If the State would like to cancel the basement lease prior to December 31, 2015, a 60 day written notice would need to be provided to Accenture.

A credit will be given back to the State if the lease is terminated prior to December 31, 2015 with written notice in the amount of \$4,480.00 for each month not used in the lease.

Reason for Change:

At the time the Basement lease was extended, it was unsure if the space would be needed past February, 2015.

Implications of Not Making Change:

The Basement would no longer be available to the KEES team for use for Command Center, Call Center or meeting rooms.

Analysis of Change

Analyst: Andy Wiltz

Time to Complete Analysis: 1 hrs

Est. Cost Impact: \$44,800

Date Completed: 2/17/15

Other Est. Costs: 0

Estimated Savings: 0

Net Cost/Net Savings \$44,800

Est. Schedule Impact: none

Source of Funding: KMED

Milestones/Deliverables Impacted: n/a

Teams Impacted:

- ☐ App Dev/Business
- ☐ Enterprise Readiness/Implementation
- ☐ Technical/Infrastructure
- ☒ PMO

Change Request (CR)

Systems Impacted: _____ n/a _____

Preferred Resolution and Assumptions:

Extend the lease as described above.

Alternate Solutions (if applicable):

n/a

Level of Effort – n/a

Team	Design Hours	Development Hours	Testing Hours	Documentation Hours	Training Hours
Contractor	N/A	N/A	N/A	N/A	N/A
State	N/A	N/A	N/A	N/A	N/A

Resource Estimate – n/a

Team Member	Name	Hours	Rate	Start Date	End Date
Contractor					
Contractor					
Contractor					
Contractor					
State			N/A		
State			N/A		
State			N/A		
State			N/A		

Schedule Impact

Design Expected Complete	Development Expected Complete	System Test Expected Complete
n/a	n/a	n/a

Fixed-Price Change Order

Total Fixed Price: \$44,800.00

The billing schedule for the lease extension is outlined below.

March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015
\$4,480.00	\$4,480.00	\$4,480.00	\$4,480.00	\$4,480.00	\$4,480.00	\$4,480.00	\$4,480.00	\$4,480.00	\$4,480.00

Change Request (CR)

Detailed Fixed-Price Cost Breakdown by Phase (includes labor, travel, etc.)

Design Phase	Development Phase	System Test Phase	Training Material & Documentation
n/a	n/a	n/a	n/a

Time and Materials Change Order

Price Not to Exceed: \$ n/a

Detailed Cost Estimate by Phase

Design Phase	Development Phase	System Test Phase	Training Material & Documentation
n/a	n/a	n/a	n/a

Deliverable(s)

n/a

Risks and Issues

n/a

Supporting Documentation

n/a

Change Request (CR)

Resolution and Approvals

CCB Recommendation (\$0 to 50k):

- ☒ Approve ☐ Merge into CR # _____
☐ Reject ☐ On Hold
☐ Amendment # _____

Contract
Administrator
Signature: _____

Christiane Swartz

Vendor Signature: _____

Sean Toole

Name: Christiane Swartz

Name: Sean Toole

Title: Director of Medicaid Operations

Title: Project Manager

Date: 2/26/15

Date: _____

Reason for rejection, rationale, or comments, if applicable:

E-CITO Decision:

- ☒ Approve ☐ Merge into CR # _____
☐ Reject ☐ On Hold
☐ Amendment # _____

Signature: _____

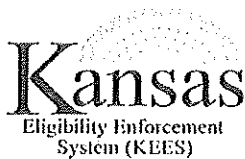
James T. Clark

Name: Jim Clark

Title: Interim Executive Chief Information Technology Officer

Date: 3-12-15

Reason for rejection, rationale, or comments, if applicable:



June 4, 2015

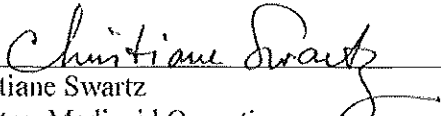
Jim Clark
Executive Branch Chief Information Technology Officer
Curtis State Office Building
1000 SW Jackson Street, 7th floor
Topeka, Kansas 66612

Dear Mr. Clark,

The Expenditures Committee of the Kansas Eligibility Enforcement System (KEES) Project met on May 20, 2015 and recommended approval of the following expenditure; D-088 Verizon Enhanced Call Routing with Single Digit Menu. Enclosed is detailed documentation regarding the expenditure item. Please review and if the recommendation is acceptable, provide your signature below. If this does not meet your approval, please provide any corrective action we can take to make the expenditure approvable. Thank you for your consideration.

Enc: D-088 Verizon Enhanced Call Routing with Single Digit Menu

Sincerely,



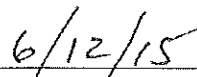
Christiane Swartz
Director, Medicaid Operations
Contract Administrator

My signature below documents approval of the above expenditure



Jim Clark

Interim Executive Branch Chief Information Technology Officer



Date

Corrective Action Necessary prior to approval: _____

D-088 Verizon enhanced Call Routing with Single Digit Menu
5/18/2015

ISSUE: The production implementation of Medicaid functionality with release 2.6 in June 2015 will require enhanced customer support for the post implementation period. The KES Project will be assigning SMEs and BA's to answer the phone calls from end users and points of contact. Today no single number exists for these users to call and no phone routing system is currently provisioned to route calls to available support personnel.

SOLUTION: Verizon has the provided the KES Project with a quote for the establishment of enhanced call routing with a single digit menu to direct calls to the Accenture Help Desk for password issues and system problems; to the KES Customer Support staff for KES user support; to the DCF Help Desk for DCF network and PC related issues; to the KDHE Help Desk for KDHE network and PC related issues.

DECISION NEEDED BY: 5/22/2015

D-088 Verizon enhanced Call Routing with Single Digit Menu				
Solution / Option	Cost	Benefits	Level of effort How Hard or Easy	Potential Problems
CURRENT PLAN:	CURRENT BUDGETED COST: N/A	N/A		
PREFERRED SOLUTION: Provision Verizon enhanced call routing with a single digit menu to route calls appropriately for KES system support.	PROPOSED COST: 11,000 calls and 22,000 minutes a month is estimated at \$3,000/Month. The costs will vary based on the number of calls and the number of minutes. This price includes \$500 per month for a toll free number that is optional.	BENEFITS FROM THIS OPTION: Would allow KES users call a single number to select options from a single digit menu to choose the Accenture Help Desk, KES Customer Support or the DCF or KDHE Help Desk. NEXT STEPS: Approval of the Decision Paper and design sessions with Verizon to determine call routing and develop the single digit menu scripts.		

SCHEDULE:
Decision: May 20, 2015
System Design: May 20 - 29, 2015
System Provisioning: June 1 - 12, 2015

DECISION STATUS

Exhibit I

Scope Elements	Original Contract Cost	Amendment 1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17 and 19 Changes	Footnote #	Revised Contract Cost
Total PMO Monthly Billings	\$3,734,948.00			\$3,734,948.00
Accenture Software Licensing				
APSP	\$3,000,000.00			\$3,000,000.00
Worker Portal	\$445,400.00			\$445,400.00
Public Portal	\$280,000.00			\$280,000.00
Accenture Software Maintenance and Support	\$4,012,151.00			\$4,012,151.00
Hardware and Software for Reference and Development Environments	\$1,127,792.00			\$1,127,792.00
Implementation Services	\$28,139,972.00	\$380,000.00	1	\$46,166,354.57
		\$42,531.00	5	
		\$298,100.00	7	
		\$674,462.00	8	
		\$518,111.00	10	
		\$739,133.00	12	
		\$2,671,200.00	15	
		\$2,294,451.00	16	
		\$563,015.57	17	
		\$2,100,543.00	18	
		\$6,912,557.00	19	
		\$562,479.00	20	
		\$269,800.00	22	
Implementation Facilities	\$3,689,028.00	\$206,766.00	2	\$3,895,794.00
On-going Operations	\$31,437,844.00	\$410,185.00	19	\$31,848,029.00
Post Implementation Facilities	\$3,718,465.00	\$40,506.00	2	\$3,758,971.00
Total Base K-MED Contract Value	\$79,585,600.00	\$18,683,839.57		\$98,269,439.57

Exhibit I

Optional Scope Elements	Cost	Amendment 1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17 and 19 Changes	Footnote #	Cost
K-MED and DCF Hosting	\$18,564,206.00	\$ (5,159,453.00)	3	\$13,404,753.00
Hosting - Option Years 1-5		\$ 25,891,869.00	19	\$25,891,869.00
Print and Mail	\$1,879,311.00	\$ (1,879,311.00)	23	\$0.00
Application Security Monitoring	\$2,863,000.00	\$ (538,000.00)	13	\$2,325,000.00
Application Security Monitoring - Option Years 1-5		\$ 3,022,905.00	19	\$3,022,905.00
Website Maintenance Services	\$0.00			\$0.00
DCF Implementation Services	\$21,775,690.00	\$2,315,271.00	4	\$27,568,320.28
		\$449,354.00	5	
		\$1,502,188.00	6	
		\$514,466.00	9	
		\$61,350.00	11	
		\$950,000.00	21	
DCF Option – Model Office	\$199,397.00	\$ (199,397.00)	14	\$0.00
Facilities - Option Year 1		\$ 1,652,654.00	19	\$1,652,654.00
KDHE Ongoing Operations - Option Years 1-5		\$ 57,675,457.00	19	\$57,675,457.00
APSP Maintenance Billings - Option Years 1-5		\$ 4,887,643.00	19	\$4,887,643.00
Total Options and Extension Years	\$45,281,604.00	\$91,146,997.28		\$136,428,601.28
Total Base with Options and Extension years	\$124,867,204.00	\$109,830,836.85		\$234,698,040.85

Footnotes

- Amendment 3 - addition of Hosting Deliverable
- Amendment 2 - addition of Implementation and post implementation facilities
- Amendment 3 - addition of monthly hosting services without hardware, which was \$5159,453 less than the original contract price of \$18,564,206
- Amendment 4 - Accenture developers replacing SRS developers
- Amendment 5 - Accenture OPA and Reports developers replacing SRS OPA and Reports developers (CR-30), CR-28 and CR-31 changes
- Amendment 7 - CR-25, CR-48 and CR-49 changes
- Amendment 7 - CR-56 changes
- Amendment 8 - CR-68, CR-69, CR-71, CR-73, and CR-75 changes
- Amendment 8 - CR-66, CR-72, CR-75, CR-77, and CR-79 changes
- Amendment 9 - CR-92 and CR-95 changes
- Amendment 9 - CR-96 changes
- Amendment 11 - CR-84, CR-93, CR-119, CR-120, CR-123, CR-127, CR-134, CR-140, CR-141, CR-144 and CR-145 changes
- Amendment 10 - addition of Security Monitoring option, which was \$538,000 less than the original contract price of \$2,863,000
- Amendment 8 - removal of Model Office from Scope per CR-77
- Amendment 12 - addition of MMS Beneficiary Subsystem
- Amendment 13 - CR-153 changes
- Amendment 14 - CR-179, CR-209, CR-232, CR-235, CR-236, CR-240, CR-243, CR-249, CR-258, CR-291, CR-294, CR-295, CR-316 changes
- Amendment 15 - Addition of Interim Maintenance and Operations
- Amendment 16 - Added KDHE Operations Expansion and Extension Years, Operations Support Team, Interim Maintenance and Operations and Optional Extension Year Facilities
- Amendment 17 - CR-309, CR-310, CR-420
- Amendment 17 - CR-311, CR-76
- Amendment 19 - CR-456, Decision Paper D-088
- Removal of Print and Mail pricing (option not selected by State)